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# Example of Manager, Client Services Job Description

Our innovative and growing company is looking to fill the role of manager, client services. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for manager, client services

* Provide client with regular reports for sales and redemption performance
* Manage client support requests, answer client questions about the system, work with internal departments on solutions and present to client
* Suggest work arounds for client issues or share best practices
* Delegate tasks to support staff or internal departments as needed
* Responsible for successful event deployment and on site Lead
* Travel to event for on site support
* Ensure that all gear and equipment has arrived and there is enough gear for event
* Verify that gear is set up as needed for event
* Coordinate with Field Operations Lead regarding the set up of all equipment, including hardware for all Points of Interest (POI), ensuring network requirements are sufficient for product deployment, and Wi-Fi access is connected if needed
* Work with client staff to ensure POIs are staffed, set up, and run smoothly throughout the event

## Qualifications for manager, client services

* Computer literate in Microsoft Windows operating environment, including Outlook and Office Suite
* Experience with Westpac &/or St George systems would be beneficial
* The ability to express oneself clearly in business writing
* Contact Centre, Sales and Insurance (Property and Casualty) experience are all assets
* A genuine interest in fostering the long term learning and development of others
* The ability to identify key or underlying issues in complex situations